

**SCHEDULE G – POST WARRANTY ALL-INCLUSIVE MAINTENANCE**

11-X-21415 Telecommunication Equipment & Services  
Post Warranty Maintenance (Section 3.2.9.1)

Post Warranty Maintenance On-Call Maintenance Support is offered according to section 3.2.9.1.A - All Inclusive Annual Maintenance Plan.

NEC shall bear all costs of maintenance, including labor, parts, and such other expenses as are necessary to keep the equipment in good operating condition, provided that the required repairs are not occasioned by fault or negligence of the state or cooperative customer.

- a. REGULAR HOURS.** The basic monthly rate for each make and model of equipment shall entitle the ordering activity to maintenance service during a mutually agreed upon nine (9) hour principal period of maintenance, Monday through Friday, exclusive of holidays observed at the ordering activity location. Basic monthly maintenance charges include all PBX components (excluding power supply and batteries), telephones and attendant consoles after warranty period at \$2.77 per month per port.
- b. AFTER HOURS.** Should the ordering activity require that maintenance be performed outside of Regular Hours, charges for such maintenance, if any, will be specified in the pricelist. Maintenance periods will be provided in an initial minimum of two-hours, thereafter increments and fractions thereof shall be prorated to the nearest quarter hour.
- c. TRAVEL AND TRANSPORTATION.** If any charge is to apply, over and above the regular maintenance rates, because of the distance between the ordering activity location and the Contractor's service area, the charge will be at the appropriate hourly rate.